

CITY OF HARDINSBURG

EQUAL OPPORTUNITY PROVIDER



220 SOUTH MAIN ST • PO BOX 149 • HARDINSBURG KY 40143-0149
PHONE: 270.756.2213 • FAX: 270.756.2029 • MUNICIPAL UTILITY FAX: 270.756.2863
www.hardinsburg.ky.gov

The following are the guidelines of operation:

DEPOSIT: Upon application for services, there will be a customer deposit for guarantee of payment in the amount **\$50.00/OWNER - \$200.00/RENTER/CFD**. \$100.00 of the renters deposit can be refunded after the first 6 months if payment is received in a timely manner and no late fees have been applied to the account. If late fees have been applied during the first 6 months the City of Hardinsburg will retain the full deposit amount until the customer signs a disconnection of service. The refundable amount of the remaining deposit depends on the final bill being paid in full upon termination of service. Owner Deposits are refunded after 3 years of good credit.

METERS: After application is completed and the utility deposit is paid, the City of Hardinsburg will reconnect the meter and only the City of Hardinsburg can have the meter reconnected or disconnected. When the meter is installed and/or turned on, the billing cycle will begin. Meters are read each month.

CUSTOMERS ARE NOT PERMITTED TO TURN METER ON OR OFF. TAMPERING WITH THE METER IN ANY MANNER IS PROSECUTABLE.

BILLS: Bills are mailed the last day of each month and are due on the **15th**. A 10% penalty is added on the **16th** if payment is not received in the office by 4:30PM on the **15th**. Shut off for non-payment is the **26th** of each month if payment in full has not been received in the office by 4:30PM on the **25th**.

IF SERVICE IS TERMINATED FOR NON-PAYMENT, A RECONNECTION FEE OF \$35.00 WILL BE ADDED TO THE ACCOUNT BALANCE AND IS DUE AND PAYABLE IN FULL BEFORE SERVICE WILL BE RESTORED THE NEXT BUSINESS DAY OR A RECONNECTION FEE OF \$60.00 CAN BE PAID BEFORE 12:00 NOON TO RESTORE SERVICE THE SAME DAY.

RETURNED CHECK POLICY: Upon payment of any bill by check that Hardinsburg Municipal Utilities presents to the bank for payment and is returned to Hardinsburg Municipal Utilities unpaid for any reason, a service fee of **\$25.00** will be charged by HMU and the check will be automatically turned over to the County Attorney with an additional service charge of **\$25.00**. Services will be disconnected immediately and a reconnect fee will be charged in the amount of **\$35.00**, due and payable are all service fees and the amount of returned check before service will be reinstated.

DISCONNECTION: THE CITY OF HARDINSBURG REQUIRES THE SIGNATURE OF AN APPLICANT BEFORE DISCONNECTION OF SERVICES CAN BE COMPLETED.

“HEARING OR SPEECH IMPAIRED, OR DEAF USERS MAY CALL
KENTUCKY RELAY SERVICE 800.648.6056.
Give the Communications Assistant our phone number to contact us.”